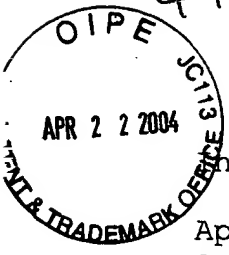


3626



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of

Applicant : S. M. Jordan, et al.  
Serial No. : 09/632,341  
Filed : 3 Aug 2000  
  
Examiner : Rachel L. Porter  
Group : 3626  
  
Entitled : System and Method for Measuring and Managing  
Performance in an Information Technology  
Organization  
Docket No. : END920000041US1

Commissioner For Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING UNDER 37 CFR 1.8(a)

I hereby certify that the following attached correspondence  
comprising:

Acknowledgment Postcard  
Certificate of Mailing  
Amendment/Response Transmittal  
Amendment

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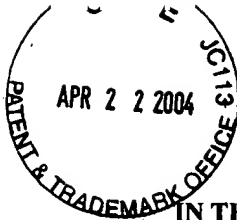
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Amendment/Response Transmittal

In Re Application of

Applicant : S. M. Jordan, et al.  
Serial No. : 09/632,341  
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Docket No. : END920000041US1

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing is an **Amendment/Response** in the above-identified Application.

- ☒ No additional fee is required.  
☐ The fee has been calculated as shown below:

(Col. 1)	(Col.2)	(Col.3)	Other Than Small Entity	
CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL * _____	MINUS** _____	= _____		
INDEPENDENT * _____	MINUS*** _____	= _____	X \$18.00 =	\$ _____
_____ FIRST PRESENTATION OF MULTIPLE DEPENDENT			X \$84.00 =	\$ _____
			\$ _____	

TOTAL

- ☐ Please charge IBM Corp. Deposit Account No. **09-0457** in the amount of \$ \_\_\_\_\_. A duplicate copy of this sheet is enclosed.  
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to IBM Corp. Deposit Account No. **09-0457**. A duplicate copy of this sheet is enclosed.  
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Name of person mailing paper: Judith A. Beckstrand

Signature Judith A. Beckstrand Date 20 Apr 2004

Respectfully submitted,

S. M. Jordan, et al.

By:

Shelley M Beckstrand  
Attorney: Shelley M Beckstrand

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Address: 314 Main Street  
Owego, NY 13827-1616

Date: 19 April 2004

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of

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Managing Performance in an Information  
Technology Organization  
Docket No. : END920000041US1

**AMENDMENT**

Honorable Commissioner  
for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

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Responsive to the Office action of 21 Jan 2004, please  
amend the above-identified application as follows: